

March 13, 2006

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Truth-In-Billing and Billing Format, *Second Further Notice of Proposed Rule Making*, CC Docket No. 98-170, CG Docket No. 04-208; Early Termination Fee Petitions for Declaratory Rulemaking, WT Docket Nos. 05-194, 05-193

Dear Ms. Dortch:

CTIA—The Wireless Association® (“CTIA”)¹ is filing this letter to supplement the record in the Truth-in-Billing and the Early Termination Fee Dockets, as well as in response to a recent *Ex Parte Presentation* by the National Association of State Utility Consumer Advocates (“NASUCA Letter”) in the above-referenced proceedings.² In the *NASUCA Letter*, NASUCA attempts to bolster its case for state regulation by proffering statistics regarding consumer wireless billing complaints and alleging that state regulation would not be unduly burdensome or costly. Contrary to NASUCA’s allegations, recently released information from the Federal Communications Commission (“FCC” or “Commission”) illustrates that wireless consumer complaints have been trending down, both for the last five months as well as quarter to quarter.

Additionally, as described in the attached document summarizing 36 pieces of pending legislation from 14 States, wireless carriers face a significant patchwork of state-by-state regulation that poses a very real risk of burdensome regulation. Simultaneously, wireless carriers face litigation in multiple states that threatens to have the same negative impact on both consumers and the industry.³ Completion or adoption of even one of these proceedings --

¹ CTIA is the international organization of the wireless communications industry for both wireless carriers and manufacturers. Membership in the organization covers Commercial Mobile Radio Service (“CMRS”) providers and manufacturers, including cellular, broadband PCS, and ESMR, as well as providers and manufacturers of wireless data services and products.

² Letter from Patrick W. Pearlman, Deputy Consumer Advocate, Consumer Advocate Division, State of West Virginia, for the National Association of State Utility Consumer Advocates, to Ms. Marlene H. Dortch, CC Docket No. 98-170, CG Docket No. 04-208 (dated Feb. 13, 2006) (“*NASUCA Letter*”).

³ See, e.g., *California Cellphone Termination Fee Cases*, State of California, County of Alameda, Case No. JCCPOO4332 (Cal. Super Ct. Feb. 11, 2004); *Hellman v. T-Mobile, USA, Inc.*, State of Florida, Palm Beach County, Case No. 50 2004 CA 005061 (15th Jud. Cir. Ct. May 17, 2004); *Brown v. Verizon Wireless Services, LLC*, State of Florida, Palm Beach County, Case No. 04-80606-CN (15th Jud. Cir. Ct. May 17, 2004); *Carver Ranches Washington Park, Inc. v. Nextel South Corp. d/b/a Nextel Communications*, State of Florida, Palm Beach County, Case No. 502004 CA 005062 (15th Jud. Ct. May 17, 2004); *Graber v. AT&T Wireless PCS, LLC et al.*, State of Florida,

legislation, litigation, or rules (which are not addressed in this filing) -- would have an immediate impact on the industry, and therefore consumers, resulting in unintended consequences outside the geographic scope of the individual proceeding.

The wireless industry is in the midst of a renaissance. Innovation within the industry, both in terms of service plan offerings and technology, is driving consumer adoption at an unprecedented rate. More than 200 million consumers in the United States have signed up for wireless service, and they're benefiting from an increasing choice of service plan offerings (buckets of minutes, family plans, nights and weekends, in-plan calling, roll-over minutes, pre-paid, month-to-month, etc.), innovative products, as well as from the deployment of mobile broadband services. Wireless carriers recorded more than one trillion minutes of use in the United States in 2005. In June 2005, wireless customers averaged nearly 700 minutes of use a month on their wireless devices. That's an increase of more than 550% since June 1995, when the average-minutes-of-use was 115 minutes. During that period of time, the average local monthly bill has decreased by about 6%, from \$52.45 in 1995 to \$49.52 in 2005. During this period of growth in customers and service offerings and dropping prices, wireless carriers increasingly are focused on responding to consumer needs and consumer complaints to the FCC are in decline (both in real and relative terms). As we discuss in more detail below, the FCC's statistics show that wireless carrier consumer complaints have fallen dramatically over the last several months.

This dramatic wireless growth has occurred, and will continue, in an environment of competition and regulatory constraint that rewards efficiency and innovation. Unfortunately, all of that efficiency and innovation is threatened by the prospect of state-by-state action—whether achieved through legislation or through litigation. State bills continue to be introduced and lawsuits continue to be filed even as wireless carriers vigorously compete against one another in the delivery of new, innovative, and high-quality services to consumers.

Palm Beach County, Florida, Case No. 50 2004CA004650MEi(AI) (15th Jud. Cir. Ct. March 7, 2005); *Molfetas v. Sprint Spectrum, L.P.*, State of Florida, Palm Beach County, Case No. 50 2004 CA-005317-CIV (15th Jud. Cir. Ct. May 25, 2004); S.C. *Suncom* Compl; *Hall v. Sprint Spectrum LP., d/b/a Sprint PCS Group*, Case No. 04-L-113 (3d Jud. Cir. Ct. Feb. 2, 2004); *Lemaldi v. T-Mobile, USA, Inc.*, State of Washington, King County, Case No. 05-2-04408-0, (Super. Ct. Feb. 2, 2004). Furthermore, an Illinois complaint has been referred to arbitration. *Zobrist v. Verizon Wireless, Cellco P'ship, Verizon Communications, Inc.*, American Arbitration Association No. 11 494 00324 05.

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As detailed in the letter, State regulation of CMRS must be preempted in order to facilitate a national regulatory framework.⁶ A national framework, consistent across 50 State

5 Letter from Eleven State Commissioners to Ms. Marlene H. Dortch, CC Docket No. 98-170, CG Docket
No. 04-208 at 2 (dated Jan. 23, 2006) (“State Commissioners’ Letter”).

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jurisdictions, is the best way to protect consumers' rights.⁷ A simple search of pending State bills that would impact the carrier-customer billing relationship, and ultimately rate and rate structures, reveals 36 bills from 14 different States. This list is not exhaustive. The pending bills described in the attached chart, as well as the concerns highlighted by the State Public Utility Commissioners described above, confirm that the threat is real. The adoption of even one of these bills could immediately impact nationwide service offerings and prices. The problems associated with State-by-State regulation would be exponential as each new State implements its own laws. Even State laws that are consistent on their face run the very real risk of being implemented or enforced in an inconsistent manner. Absent strong federal action, activity in the States will create a patchwork of complex and conflicting regulatory and legal schemes that would negatively impact consumers throughout the country.

This activity in the States is occurring at the same time as the record—including recently released complaint statistics from the FCC's Consumer and Governmental Affairs Bureau ("CGB")—shows that billing complaints for wireless carriers are falling dramatically, even as the number of mobile subscribers continues to dramatically increase. As the wireless industry has matured, competitors increasingly are focused on responding to consumer needs.⁸ And, although NASUCA attempts to paint the picture that "[t]he [r]ecord [c]onfirms the [p]roblems [c]onsumers [c]ontinue to [e]xperience,"⁹ the FCC's own data clearly demonstrate otherwise. In fact, the most recent data show that the actual number of wireless complaints regarding billing/rates, service quality, contract termination/ETFs, and marketing/advertising each dropped every month from August 2005 through the end of the year. Further, the absolute number of wireless billing complaints—as well as the total number of all complaints regarding wireless—continues to drop, even as carriers add subscribers.

Specifically, in the CGB statistics released on February 16, 2006, wireless billing/rates complaints dropped from a total of 3,259 for the 3rd quarter of 2005 to 2,480 for the 4th quarter, a drop of 24%.¹⁰ Simultaneously, from the 3rd quarter of 2005 to the 4th quarter of 2005, CTIA estimates that the number of wireless subscribers increased by approximately 6 million.¹¹ Accordingly, in addition to the drop in the raw number of complaints, as a percentage of subscribers, wireless complaints fell from 0.0016 percent to 0.0012 percent, a drop of more than 26 percent. Additionally, for the 4th quarter of 2005, wireless consumers had *3 billing complaints per million subscribers per month*. In fact, as a percentage of subscribers, wireless

⁷ Id. at 4.

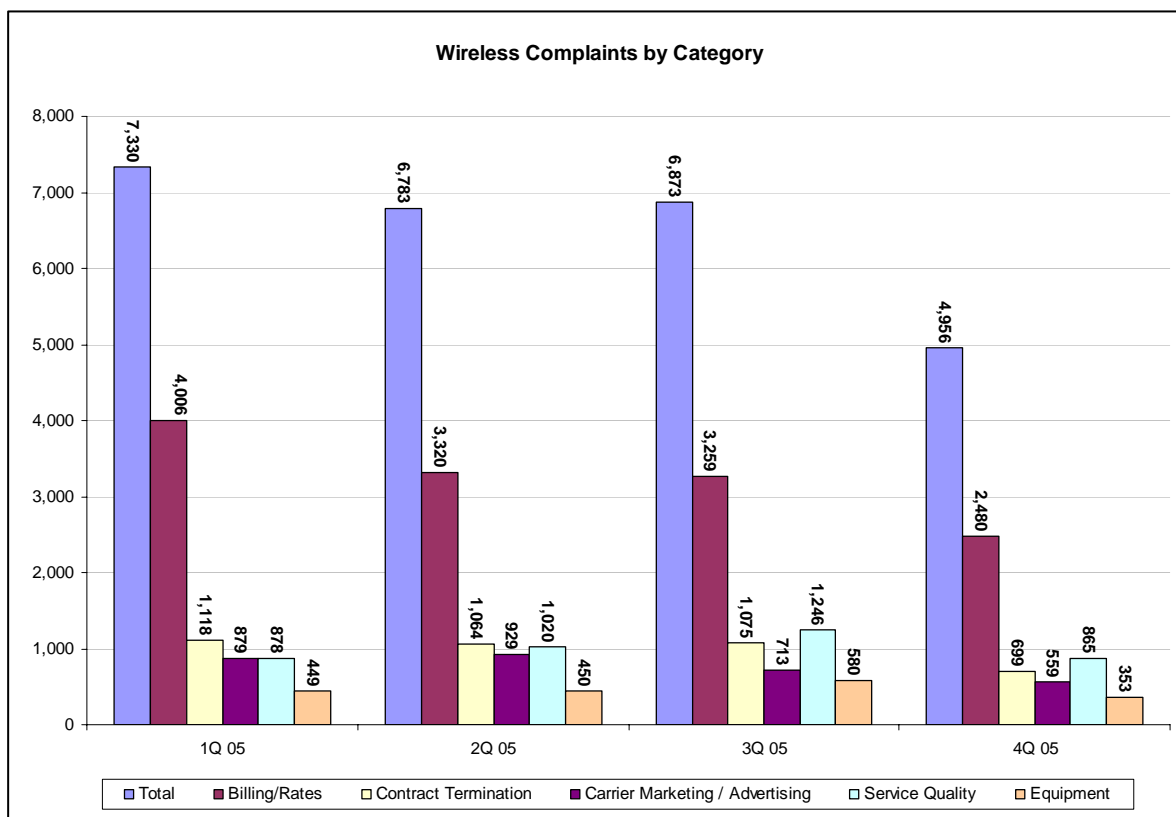
⁸ See Richtel, Matt, "Suddenly, an Industry Is All Ears," THE NEW YORK TIMES, March 4, 2006.

⁹ NASUCA Letter at 2.

¹⁰ "Quarterly Report On Informal Consumer Inquiries And Complaints Released," FCC News Release (CGB rel. Feb. 16, 2006) at 9; "Quarterly Report On Informal Consumer Inquiries And Complaints Released," FCC News Release (CGB rel. Nov. 4, 2005) at 9.

¹¹ CTIA estimates show wireless subscribership went from 182,140,362 at the end of 2004 to 194,479,364 at the end of the 2nd quarter of 2005, an increase of approximately 6 million customers per quarter. See http://files.ctia.org/img/survey/2005_midyear/slides/MidYear_3.jpg (last visited Feb. 21, 2006).

billing complaints are at their lowest point in the last two years. The chart below details the decline in consumer complaints.



As stated above, at the same time that FCC complaints are dropping and the number of subscribers is increasing, efforts by States to regulate in this area are increasing. NASUCA's argument that State activity in this area would not be onerous obviously is not based on a review of the pending legislation or litigation. While NASUCA argues that a number of State utility commissions have no jurisdiction over wireless,¹² the attached chart prepared by CTIA tracking State legislative activities shows that there are no less than 36 pieces of legislation in 14 States designed to regulate wireless billing. In addition, wireless carriers are the target of a growing number of class action lawsuits attempting to invalidate wireless carrier rates and billing practices.¹³ As CTIA has detailed in the past, having to address unique rules by multiple States is just as infeasible, and just as harmful to consumers, as a practical matter, as addressing unique rules for all States.

As the Commission has noted time and again, radio waves do not stop at State boundaries, nor do license areas, and the inherent quality of mobile service is that subscribers can—and do—travel from State to State. Thus, there is a very real prospect that—absent federal

¹² NASUCA Letter at 2.

¹³ See note 3.

action—carriers and consumers will be subject to onerous, and potentially conflicting, State requirements that will significantly complicate the offering of regional and national rate plans that the Commission has found to be desirable for consumers. The passage of even one of these pieces of legislation could have the unintended consequence of impacting consumers nationwide. Consumer satisfaction with CMRS service is increasing in the absence of State regulation; now is the time for clear federal action preempting State requirements that are inconsistent with how the FCC licenses wireless service, how wireless carriers provide CMRS service, and most importantly, how consumers use wireless service.

Respectfully submitted,

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State Legislation Impacting the Wireless Industry

March 13, 2006

Bill #	Summary	Status
AZ HB 2022	Requires a cellular telephone service provider to disclose on each billing statement to the customer, the date when the service contract expires.	Passed house committee
CA SB 1068	<p>This bill would require the state Commission to adopt a Consumer Bill of Rights that would include the following policies; a consumer has a right:</p> <ol style="list-style-type: none"> 1.) to receive clear and complete information about rates, terms, and conditions...and to be charged only according to those rates, terms, and conditions agreed upon 2.) to personal privacy, to be protected from unauthorized use of the consumer's records 3.) to participate in public policy proceedings 4.) to accurate and understandable bills...and to fair, prompt, and courteous redress for problems the consumer encounters 5.) to be treated equally with all other similarly situated consumers 6.) to safety and security of person and property <p>The bill would also require:</p> <ol style="list-style-type: none"> 1.) a point of sale disclosure in a clear and conspicuous manner of all rates, terms, and conditions 2.) that a telephone corporation not bind a consumer to a term contract that charges a penalty, fee, or other amount due to cancellation before the end of the term unless the contract allows the consumer at least 30 days from initiation of actual service to cancel w/o penalty 3.) that a telephone corporation provide a consumer with written confirmation of every order for service and a copy of each available written contract 4.) that every bill shall be clear and concise; all government taxes and other charges collected and remitted to a governmental entity shall be separately listed; and 5.) that a telephone corporation to provide written notice at least seven days prior to terminating service for nonpayment. 	Carried Over

Bill #	Summary	Status
GA HB 0303	Requires cellular service providers to provide a detailed coverage map to consumers at the time of sale, which shows any unserved areas accompanied with written statement detailing when the carrier expects to provide service.	Introduced
GA SB 0455	<p>In adopting a Consumer Bill of Rights the PUC shall adopt the following requirements:</p> <ol style="list-style-type: none"> 1.) a telephone corp. shall disclose its rates, terms, and conditions of service and upon request provide its customers with a complete explanation of the charges comprising the customer's bill 2.) a telephone corp. shall make no misleading untrue or deceptive statement about rates and service 3.) customers shall be provided with a written confirmation of every order for service; and a customer may cancel w/o termination fees or penalties, any new service or contract for service w/n 30 days of service initiation 4.) every advertisement of prices, rates, or unit value of a prepaid service shall include disclosure of any geographic limitation on the price, rate or unit value 5.) a telephone corp. may not require a deposit to establish or reestablish service unless a customer cannot demonstrate adequate credit 6.) all mandated taxes, surcharges, and fees shall be separately listed and identified as "government fees and taxes" 7.) a telephone corp. shall credit payments effective the business day payments are received by the corp. or its agent 8.) a telephone corp. must provide reasonable notice of every proposed change in the customer's service agreement or any contract change that may result in higher rates or charges or more restrictive terms or conditions 9.) a telephone corp. shall provide written notice to any customer whose payments are overdue not less than 7 calendar days prior to terminating service; and basic exchange service may not be disconnected on any day that telephone corp. representatives are not available to assist customers 10.) all billing disputes shall be finalized within 30 days 11.) every telephone corp. shall have a designated representative to accept Consumer Affairs Branch 	Carried over

Bill #	Summary	Status
	<p>inquiries from the commission</p> <p>12.) every telephone corp. shall issue an identification card to every employee who has occasion to enter the premises of customers on behalf of the corp.</p> <p>13.) a telephone corp. shall ensure that every mobile handset is technologically capable of providing access to 911 emergency dialing system regardless of whether an account has been established.</p>	
GA SB 0395	<p>This bill provides that:</p> <p>a.) no contract for cellular service shall require that the contract be extended or renewed for a longer term in order for the subscriber to change the level or type of service; and</p> <p>b.) no cellular service provider shall require subscribers to enter into contract extensions or renewals to change the level or type of service.</p>	Introduced
IL HB 2853	<p>A wireless telephone service provider shall provide a contact telephone number and brief description of the service for all third-party billings on the consumer's bill. Third party billings means any billing done by a wireless telephone service provider on behalf of a third party where the wireless telephone service provider is merely the billing agent for the third party with no ability to provide refunds, credits, or otherwise adjust the bill.</p>	Enacted
MA HB 3276	<p>Prohibits charging or billing cell phone users for making 800 calls.</p>	Introduced
MA HB 3326	<p>This bill provides guidelines for billing practices including:</p> <p>1.) entitling consumers to an itemized bill at no cost</p> <p>2.) requiring government mandated taxes be separated from other charges</p> <p>3.) requiring billing labels: "Government Fees and Taxes" and "Provider Surcharges"</p> <p>4.) requiring a brief explanation of each line item; and</p> <p>5.) requiring all charges for a billing cycle must be on a single bill.</p>	Carried Over
MA HB 3331	<p>This bill would create a cell phone user's Bill of Rights that:</p> <p>1.) Requires carriers to file annual reports on service quality, highlighting dropped calls, blocked calls, known coverage gaps, predicted street level signal strength, etc.</p> <p>2.) Prohibits contract lengths over 12 months and requires any extension of contract terms to be authorized in writing by the customer</p>	Carried Over

Bill #	Summary	Status
	3.) Requires bills to list separately all taxes and fees required by federal, state, or local governments; requires roaming charges to be itemized on bills; prohibits charging customers for lost or stolen equipment; 4.) Prohibits using wireless numbers in a directory without written consent from the customer, and prohibits charging customers from opting out of the directory.	
MA SB 1790	1.) Requires any publication on the Internet of a provider's terms concerning plans or contracts to provide: <ul style="list-style-type: none"> • The monthly base charge, per-minutes charges and method of calculating minutes charged • Information on the minutes included in the plan • The length of the contract, any ETFs, trial periods, start-up fees • Information on taxes and regulatory fees 2.) Requires carriers to provide maps of service coverage updated quarterly. 3.) Requires semiannual reports on: dropped calls, blocked calls, known coverage gaps, predicted street level signal strength. 4.) Prohibits contract lengths over 12 months 5.) Sets out billing requirements – separate sections for taxes and fees; itemization of roaming charges; prohibits use charges if a customer's equipment is lost or stolen. 6.) Prohibits using wireless numbers in a directory without written consent from the customer, and prohibits charging customers from opting out of the directory.	Carried Over
MA SB 1831	This bill would: 1.) prohibit billing a customer for service not affirmatively requested; 2.) prohibit terminating service for nonpayment of an unauthorized additional charge; 3.) allow for consumers to file complaints regarding improper billing 4.) requires carriers to be able to provide verification of customer's affirmative request for service; and 5.) provide for civil penalties for failure to comply with the above	Carried Over
ME LE 1858	This bill requires a provider of mobile telecommunications services to allow new subscribers to use analog phones until there is adequate digital	Introduced

Bill #	Summary	Status
	cellular telephone coverage throughout the State. The bill directs the Office of the Public Advocate to evaluate the adequacy of digital service and report annually to the joint standing committee of the Legislature having jurisdiction over telecommunications matters. The bill requires the committee to review the annual report and make a determination as to whether digital cellular service is adequate throughout the State and authorizes the committee to report out legislation to amend or repeal the analog service requirement.	
MN HF 1579	<p>This bill would Require all contracts for telephone service to provide the following consumer protections:</p> <ol style="list-style-type: none"> 1.) detailed disclosure of rates/terms 2.) a trial period for new service 3.) confirmation by the customer of changes in material terms and conditions of service and the customer's right to terminate for those charges 4.) separation of carrier charges from government imposed taxes and fees 5.) specific complaint resolution guidelines with a prohibition of mandatory arbitration 6.) protection of customers' personal information and privacy <p>This bill would also Require all contracts to be filed with the commissioner of commerce 10 days before use.</p>	Carried over
MN HF 2983	A wireless provider must notify a customer in writing in advance of any substantive change proposed by the provider in an existing contract between the provider and the customer. The notification must be sent separately from other mailings and the envelope must be labeled "NOTICE OF PROPOSED CHANGE IN CONTRACT TERMS." A customer may chose to opt out of and terminate a contract without penalty, provided the customer notifies the provider in writing of the decision to terminate the contract within 60 days of the effective date of the substantive change contained in the provider's notice.	Introduced
NJ AB 0801	Prohibits retail mercantile establishments from selling or leasing paging devices and cellular telephones to individuals under 21 years of age under certain circumstances (if the individual is a tax dependent, full	Introduced

Bill #	Summary	Status
	time student, or not employed full time).	
NJ AB 1447	<p>This bill would make a CMRS customer liable for unauthorized use of his/her CMRS device only if:</p> <ol style="list-style-type: none"> 1.) the liability is not in excess of \$50 2.) the CMRS carrier provided adequate notice of potential liability 3.) the carrier provides a description of the means for a customer to notify the company of loss or theft 4.) the unauthorized use occurs before the company is notified that the unauthorized use has occurred or may occur due to loss/theft 5.) the company provides a method whereby the customer is identified as the person authorized to use the device 6.) the burden is on the company to prove the use was authorized. 	Introduced
NJ AB 1865	<p>This bill provides that customers of cellular telephone service have an “unconditional right” to cancel service within 14 days if service quality is unsatisfactory. Further, it requires new service agreements to provide a separate written statement detailing the customers right to cancellation.</p>	Introduced
NJ SB 190	<p>This bill:</p> <ol style="list-style-type: none"> 1.) Requires any wireless telephone provider to fully disclose the following to customers: terms, conditions, and length of its contracts including calculation of minutes charged; ETFs; trial periods; start-up fees; taxes and regulatory fees 2.) Establishes other consumer protection rights including: requiring service maps be available to consumers on the provider’s website; requiring any contract extension to be in writing authorized by the customer; requiring any changes to service be in writing and provided 30 days before the change is to take effect. 3.) Requires any contract extension to be in writing signed by the customer or confirmed by the customer within 7 days of receipt by the subscriber. 4.) Requires: bills to be clearly organized and clearly describe charges; a separate section for taxes and fees; itemization of roaming charges; immunity for consumers from charges resulting from unauthorized use provided that loss/theft of the user’s device is promptly reported 5.) Requires customer consent to include a wireless 	Introduced

Bill #	Summary	Status
	number in any directory.	
NY A 9541	This bill would prohibit a person who sells cellular telephones at retail from imposing, as a condition of sale, the purchase of a contract for cellular phone service.	Introduced
NY AB 4775	This bill would require a carrier, upon contracting with a customer, to provide a detailed description of the specific service area in which services are provided. It would also prohibit early termination fees.	Carried Over
NY AB 1493	This bill would require a wireless communications provider, upon receiving notification that a customer has changed his/her billing address, to inquire whether the customer's place of primary use has changed. If the place of primary use has changed to a county that does not impose a local wireless surcharge, the service provider must update the customer's records to reflect any new place of primary use and remove the surcharge within 45 days. Any surcharge paid by the customer after the wireless provider receives notice of such change must be refunded.	Carried Over
NY AB 2103	This bill would require a maximum of \$1.50 for any customer termination of use charge. Further, it directs the public service commission to study customer fees on change of use charges and report thereon; requires telephone providers who provide intraLATA or local exchange telephone service to pay the customer change of use charges to the provide of telephone service where the customer's calling plan was altered by, or on behalf of, a telegraph corporation and/or telephone corporation that is subject to regulation by the PSC.	Signed Into Law
NY AB 3906	Creates a cell phone user's bill of rights that, among other things: 1.) Prohibits charging a subscriber any fees, regardless of the contract, if a subscriber loses, misplaces or has stolen his/her handset from the time the loss/theft is reported until a compatible handset is provided 2.) Prohibits charging a subscriber any fees, regardless of the contract, if a handset malfunctions. 3.) Requires that all subscribers be able, for any reason, to suspend their contract for up to 30 days (consecutive or non-consecutive). The contract would be extended to equal the period of the extension. 4.) Requires that handsets audibly indicate when roaming.	Carried Over

Bill #	Summary	Status
NY AB 5000	The bill would close the loophole allowing wireless communications and mobile telephone companies to charge a customer service fee to individuals making a payment in person.	Carried Over
NY AB 8135	Requires all terms and conditions of each additional warranty offered or provided on a cell phone to be disclosed to the purchaser in a separate document. The customer is required to sign a statement on the document disclosing the terms and conditions indicated that he/she has read and understands the terms of the additional warranty and that the entity selling the cell phone has answered any questions the customer may have had.	Carried Over
NY AB 8400	This bill would require a minimum 10 day trial period for new cellular service contracts; provides that such customer shall be liable to the cellular service provider for the cost of one month of service and any additional fees associated with calls exceeding the designated plan, and that such customer must return all equipment provided by the carrier.	Carried Over
NY AB 9157	Creates the cell phone users` bill of rights, which provides that customers be given a thirty-day trial period; that a customer shall not be liable for calls or messages that were not made from the customer`s phone; and that a company shall be liable to the customer for violating these provisions.	Prefiled
NY SB 2239	This bill would prohibit a cellular carrier from requiring a customer to enter into a new contract or extend an existing one by reasons of purchasing a new handset unless: 1.) the carrier provides a separate statement in writing that explains the terms, length, and charges, of such contract; 2.) the contact provides a statement that reads – “I understand and agree that by purchasing this cellular telephone I am entering into a binding telephone services contract;” and 3.) it is signed by the customer.	Carried Over
NY SB 4263	This bill would create a wireless telephone consumer protection act that: 1.) requires written disclosure of terms and conditions of a customer`s plan 2.) requires a point of sale disclosure of maps displaying the outside coverage within the state 3.) requires each provider to file with the consumer protection board information concerning rates, charges, and rate plans	Carried Over

Bill #	Summary	Status
	<p>4.) provides for the manner and form of billing</p> <p>5.) establishes procedures for notification of changes to rates or terms and conditions</p> <p>6.) establishes procedures for administration and adjudication of complaints concerning carriers</p> <p>Further, it would provide consumers the right to cancel their contract for any reason within 15 days after the first billing cycle and that a carrier cannot charge the customer a fee or additional charges.</p>	
NY SB 6556	Requires all providers of wireless services to obtain identification with a photograph and the signature of a customer contracting for such services.	Introduced
OK SB 0972	This bill would require the Corporation Commission to promulgate rules establishing disclosure requirements for calling plans for cellular telephone service. The rules shall, at a minimum require disclosure, in clear language and in readable type, of all rates, calling areas, terms, and conditions applicable to the charges for use of a cell phone. Further, the rules shall establish a uniform disclosure format that must be used by any telecommunications carrier providing cell phone service in this state.	Carried Over
PA HB 2418	Requires a public utility who or which furnishes mobile domestic cellular radio telecommunications service to an existing customer who desires to change the customer's plan and purchase a new cellular telephone to offer the new cellular telephone at the public utility's lowest advertised price.	Introduced
RI HB 6720	Prohibits advertising the price of equipment minus any rebate unless the amount of the rebate is shown. Requires acceptance of a photocopy of a sales receipt for redemption of rebates.	Introduced
SC SB 0112	Makes it an unfair trade practice for the provider of cellular service to charge a reactivation fee when a cell phone is lost, damaged, or destroyed, or to otherwise be unjustly enriched in connection with a telecommunications access, service, or equipment contract. Under this bill, unjust enrichment is "the collection of damages in excess of compensation for the actual pecuniary loss suffered by the provider upon breach of the agreement by the customer."	Introduced
WI AB 476	This bill regulates monthly service contracts for mobile telephone service. The bill defines a monthly service contract as a contract that entitles a person, for a monthly fee, to a limited amount of access to mobile telephone	Carried Over

Bill #	Summary	Status
	service. Under the bill, a service provider may not enter into a monthly service contract if the contract provides that the access time that has accrued to the customer expires before approximately one year after the month in which the access time accrued, or the expiration of the contract, whichever is sooner.	
WI AB 334	This bill requires providers to conspicuously disclose in commercial mobile service contracts all of the following in a single document: 1) the monthly charge, the duration of the contract, and the minutes of usage included; 2) charges for activation, for minutes of usage in excess of the minutes included in the contract, for directory assistance, or for cancellation of the contract; 3) the cost of any services available to the customer that are not included in the monthly charge; 4) conditions, limitations, or additional charges or usage time that relate to the location where the customer initiates or receives a call, to the location of the recipient of the customer's call, or to the time of day of usage; 5) taxes and surcharges collected by the provider; and 6) any other information DATCP determines to be necessary to protect customers. Under the bill, a provider must, upon request by a customer, provide an itemized bill at no charge.	Introduced